
Chapter 1: Determining the performance requirements of the customer

If you are planning to add Meridian Link to your Meridian 1 system, you must consider some of the ramifications, such as the following:

- Can the Meridian 1 handle the extra traffic load?
- You will (presumably) be increasing the load on your Meridian 1. Can it handle the added load? If not, what size of Meridian 1 should you upgrade to?
- If you are adding features such as Host Enhanced Routing, how will this affect the load on the Meridian 1?
- If you are adding voice processing, how many Meridian Mail ports do you need?
- If you already have CCR, can the Meridian Link application co-reside with CCR? Do you need to add an Intelligent Peripheral Equipment (IPE) Module or an Application Module?
- You will be adding a link to a host computer. What data rate should the host link be set to?

If you are planning to add CCR to your Meridian 1 system, some of the things you must consider are listed here:

- Can the Meridian 1 handle the extra traffic load?
- Will the use of complicated scripts affect the ability of the Meridian 1 system to handle the load?

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- If you already have Meridian Link, can CCR co-reside with the Meridian Link application?

To help you focus on these considerations, and to enable you to prepare for engineering, this chapter provides lists of basic information about your system as it is and as you intend it to be.

In planning for the engineering, you should answer the questions on the blank lines provided in the checklist. The checklist ensures that pertinent information about your system can be accessed quickly.

Type of call-center or call-processing operation

Describe what type of call-center or call-processing operations are to be performed using your Meridian 1 system (for example, incoming calls using Host Enhanced Routing and predictive dialing).

Applications

List the applications currently available on your system and the applications you plan to add (for example, MAX, Meridian Link, CCR, or third-party VRU).

Current applications in use

- _____
- _____
- _____
- _____

Applications to be added

- _____
- _____
- _____

Equipment

List the equipment currently installed on the premises and the equipment you plan to add (for example, Meridian Link, CCR, or third-party autodialers).

Equipment currently installed

- _____
- _____
- _____

Equipment to be added

- _____
- _____
- _____

Capacity of the equipment

List the calling rates (calls per hour) of the equipment currently installed on your system and the capacity you expect when the planned applications and equipment have been installed. Refer to Chapter 2, "Engineering the Meridian 1 for Meridian Link and CCR applications" for more information.

Current calling rates (calls per hour)

- _____

Proposed calling rates

- _____

Specific requirements

List the objectives you intend to achieve by adding Meridian Link or CCR, or both, to your system.

- _____
- _____
- _____